

2014 Fall Product Program Troop Training





Changes for 2014

A streamlined Fall Product Program will be an easy money earning opportunity for troops.

- No boothing. No cupboards. No hassle!
- No troop round up
- QSP is strictly digital no more paper!
- ToRememberThis new QSP photo keepsake products
- 3 new Trophy Nut Products, all at \$5
- eNuts+: girl avatars and better customer experience with shipping options





September

Early September

Girl & parent meetings

September 26

ACH form, troop check & Troop Fall Product Chair Position form due to SUFPC

September 27 – October 2

Troops receive access to TNOS

View/print TNOS manual at www.girlscoutsla.org

Questions???





October

October 3

Order taking begins

October 17

Nut orders due to troop

October 18-19

TFPC enters orders in TNOS

October 31-November 3

Nut delivery to troops



Questions???



November

November 4-16

Walkabouts and Lemonade Stands

November 16

Fall Product Program ends

November 17

Parents and TFPCs receive QSP Girl's Online Sales Report email

November 21

Final day to enter QSP online order data, GOC, allocations and

girl scouts

greater los angeles
2014 Fall Product Program

troop-to-troop transfers



- Open a troop bank account
- Girls must turn in Parent/Guardian Permission & Responsibility and Agreement
- Turn in signed ACH Debit Authorization and Troop Fall Product Chair Position & Agreement forms to SUFPC
- Train girls and parents
- Review Safety Activity Checkpoints
- "Like" GSGLA Cookie & Nut Friends on Facebook



Parent & Girl Training Agenda

- Inspire! Encourage! Motivate!
- Fall Product Program is to generate start-up funds until Cookies gets here
- 5 Skills for Girls
- Troop and girl goals
- Dates and deadlines
- Money Handling







Each girl receives

- Order Card
- Money Envelope
- Family Letter
- QSP Magazine Order Envelope
 - Spread the Word Business Cards

Each troop receives

- Program Activity Folder
- Envelopes
- Receipt Book
- GOC receipts
- Free Digital Photo Book Certificate







Online Access

- Three software programs
 - >TNOS
 - > eNuts+
 - **≻**QSP
- Troops access TNOS
- Parents/girls access eNuts+ and QSP websites
- eNuts+: Girls create a custom avatar and send emails to customers

Replace page 9 in the Troop Guide with the new one.



NEW! - option of girl delivery or ship to customer

- Girl Delivery
 - ➤ Customers can order our 15 items
 - Customer pays on delivery, as usual, saving the shipping costs
 - This expires **Oct 14** at 9PM so it can be transferred over to TNOS Correction needed in the Troop Guide timeline, p. 5
- Shipped
 - ➤ 25 Girl Scout products, as well as gift items
 - Customer pays by credit card online
 - ➤ Girls/troops do not handle product
 - Customer pays for shipping
 - ➤ Order is automatically entered into TNOS



eNuts+ Avatar





Customer Landing Page







Available Products



Available Products











Whole Cashews View Details

Chocolate Covered Raisins View Details

Pistachios View Details

Honey Roasted Peanuts View Details

Pecan Supremes View Details











Peanuts View Details

Chocolate Toffee Almond View Details

Dark Chocolate Covered Cashews View Details

Chocolate Covered Almonds View Details

Spicy Cajun Mix View Details



Promise or Shipping Options



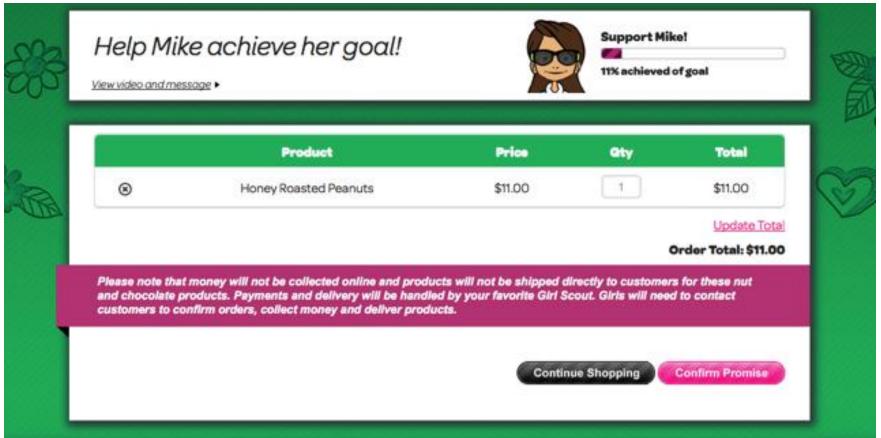




girl scouts
greater los angeles
2014 Fall Product Program

Promise Confirmation





Promise Fulfillment Information

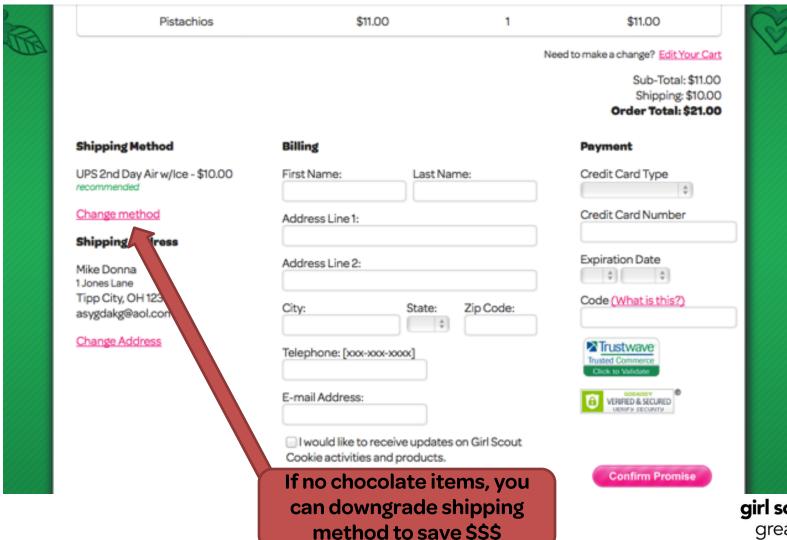


Honey Roast	ed Peanuts	\$11.00	1	\$11.00	(V)
				change? <u>Edit Your Cart</u> Order Total: \$11.00	
and chocolate products. Paymen	e collected online and products wi ts and delivery will be handled by lect money and deliver products.				
customars to commit orders, co	Your Information	Last Name:			
W. 29-	Address Line 1:	Lastriane		System	explains w
	Address Line 2:				ir choices
	City:	State:	Zip Code:		
	Telephone: [xxx-xxx-xxx-xxxx]				
7-10	E-mail Address:				
	☐ I would like to receive upo	dates on Girl Scout Coo	kie activities and p	roducts.	1

girl scouts
greater los angeles
2014 Fall Product Program

Shipping Information





girl scouts
greater los angeles
2014 Fall Product Program



p. 10

15 products plus GOC on the order card

Same three price points: \$5, \$7 and \$9

Three new products at \$5!

- Tomato Basil Peanuts
- Peanut Butter Monkeys
- Dark Chocolate Sea Salt Caramels











Tomato Basil Peanuts

Peanut Butter Monkeys



Dark Chocolate Sea Salt Caramels











Irresistible crunchy & sweet sugar coated peanuts. 10 oz.

Butter Toffee Peanuts #1 Seller!

Spicy Cajun Mix



Barbecued peanuts, barbecued corn sticks, mini sesame chips, taco and hot Cajun sesame sticks.

Fruit Slices



Sweet, chewy candy with a punch of your favorite flavors and sprinkled with sugar. 10.5 oz.









Cranberries, raisins, almonds, cashews, English walnuts, and banana chips. 7 oz.

Cranberry Trail Mix

Dark Chocolate Cashews



Delicious roasted cashews and dark chocolate. 9 oz.

Select Mixed Nuts



Lightly salted peanuts, cashews, almonds, brazils, filberts and pecans roasted in peanut oil. 8 oz.









Plump juicy raisins covered in smooth, delicious chocolate. 11 oz.

Chocolate Raisins

Chocolate Almonds



Roasted almonds smothered in a creamy chocolate. 10 oz.

Whole Cashews



Gourmet cashews roasted and lightly salted to perfection. 8 oz.







Peppermint Bark



White milk chocolate with crushed peppermint candy with a coating of rich dark chocolate on the bottom. 10 oz.

Pecan Supremes



A combination of creamy caramel and pecans covered in rich, milk chocolate in an adorable Penguin Tin. 8 oz.

Mint Trefoils



Trefoil shaped milk chocolates with creamy mint centers in a *Shine with Girl Scouts* Tin. 6 oz.





www.trophynutorders.com via link from Nut Central

- Select Initial Order (can't be changed) or Initial Booth Order (products can be transferred)
- Aggregate girl orders to be a troop order
- Orders do not have to be in whole cases
- This is the only order, so order a little extra, especially the most popular items
- Allocate to girls after your enter the troop order



Placing an Order in TNOS

Troop Order Add

Order Information	Value
Туре	○ Initial Order
Troop Number	99991 ▼

This is an important choice.

Preserve your ability to

move product!

Products

Description	Retail Cost	Units Ordered
Gift of Caring	\$5.00	0
Butter Toffee Peanuts - GS44111	\$5.00	36
Spicy Cajun Mix - GS44221	\$5.00	14
Fruit Slices - GS44184	\$5.00	12
Tomato Basil Peanuts GS44831	\$5.00	12
Peanut Butter Monkey- GS12271	\$5.00	24
Dark Chocolate Sea Salt Caramels GS12272	\$5.00	30
Cranberry Trail Mix- GS44104	\$7.00	17
Dark Chocolate Covered Cashews-GS44344	\$7.00	24
Select Mix Nuts (With Peanuts) - GS44261	\$7.00	15
Chocolate Covered Raisins- GS44195	\$7.00	12
Chocolate Covered Almonds- GS44227	\$7.00	12
Whole Cashews - GS44206	\$7.00	12
Peppermint Bark - Whimsical SnowflakeTin - GS21775	\$9.00	5
Pecan Supremes - 4 Penguin Tin - GS21295	\$9.00	9
Mint Trefoils - 2014 GS Tin - GS23281	\$9.00	7
Total Produ	234	

Enter the troop's entire order as a whole.

girl scouts
greater los angeles
2014 Fall Product Program

Go Back Add

Allocating Girl Orders



Troop Order Add

Order Information	Value		
Туре	○Initial Order ○Initial Booth Order (Extras for your Troop) •Assign Booth / Cupboard Orders to Girls Additional ▼		
Troop Number	99991 ▼		
Girl	Lucy Monniker ▼ Add		
Age Group	Daisy ▼		

Products

Description	Retail Cost	Available Units	Units Ordered
Gift of Caring	\$5.00	0	2 *
Butter Toffee Peanuts - GS44111	\$5.00	72	16
Spicy Cajun Mix - GS44221	\$5.00	21	5
Fruit Slices - GS44184	\$5.00	18	2
Tomato Basil Peanuts GS44831	\$5.00	24	3
Peanut Butter Monkey- GS12271	\$5.00	39	9
Dark Chocolate Sea Salt Caramels GS12272	\$5.00	54	12
Cranberry Trail Mix- GS44104	\$7.00	33	4
Dark Chocolate Covered Cashews-GS44344	\$7.00	48	5
Select Mix Nuts (With Peanuts) - GS44261	\$7.00	33	4
Chocolate Covered Raisins- GS44195	\$7.00	36	7
Chocolate Covered Almonds- GS44227	\$7.00	29	0
Whole Cashews - GS44206	\$7.00	31	0
Peppermint Bark - Whimsical SnowflakeTin - GS21775	\$9.00	12	0
Pecan Supremes - 4 Penguin Tin - GS21295	\$9.00	14	0
Mint Trefoils - 2014 GS Tin - GS23281	\$9.00	16	0
	69		

Here is the detail for what can be allocated to girls.









- Enter information from Girl's Online Sales Reports into TNOS by November 17 at 11 PM
- Enter TWO units for each magazine subscription or photo book
- Enter one GRAND TOTAL of all QSP sales into TNOS as one entry (Magazines AND photo books)
- QSP has the best customer service in the business!
 Call their 800 number for any issues.





How to Participate

Online Ordering

Participants register or login at http://girlscouts.qspgao.com/greaterla for online magazines and photo keepsakes

Girls should personalize their welcome page by setting goals, writing a message, and even add a video that their supporters will see. The most effective online selling methods!







Sending Emails to Family & Friends

- Emails addresses from last year carry forward.
- Participants also have Order History Report with customer purchases from last year.
- Recipients of the email simply click the link, make their selection and pay with credit card.
- TFPCs should identify themselves during the registration process to receive a detailed report of all sales for girls in their troop at the end of the program.
- Parents email *Girl's Online Sales Report* TFPC for girls to receive credit for orders generated online.







Encourage girls to send out emails right away!

Customers need to respond by November 16







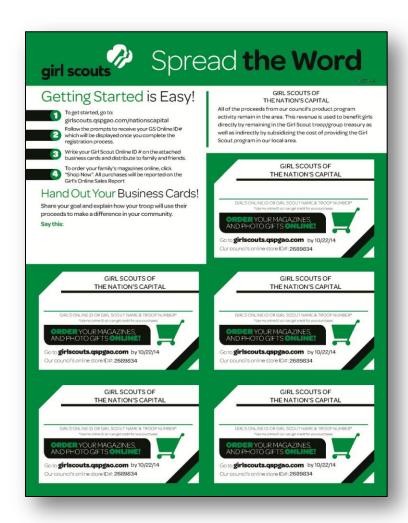
Facebook & Twitter

- Opportunity to reach broader network of family and friends, multiplying your marketing effort
- Sales will directly track to Girl Scout's QSP Online Program and are reported on the Girl's Online Sales Report



Spreading the Word

- Girls invite supporters to order online using her own business cards!
- Girls write their Girl Online ID on the business cards to ensure proper credit. If they don't include this number, they must write first name, last name and troop number that they used to register
- Girls distribute "Spread the Word" business cards in person if you do not have your neighbor's email
- Download and print more cards





QSP - ToRememberThis

- A collection of photo-driven personalized digital photo books and more.
- Customers upload photos to create photo books, calendars, cards and other items.
- No additional work! Photo book choices are part of the QSP store.
- Customers receive email with code after purchase.
- Redeem the code when creating your album.
- Completed products delivered directly to customers 5 to 7 days. List prices include shipping.
- www.torememberthis.com

Questions???





ToRememberThis - Troop Giveaway

- In order to help market this new product, every TFPC receives a certificate for a free <u>digital</u> photo album for your tablet/phone
- Represents a \$25,000 investment by QSP into our photo sales
- End product must be shared in order to download
- Great way to spread the word of this sales opportunity



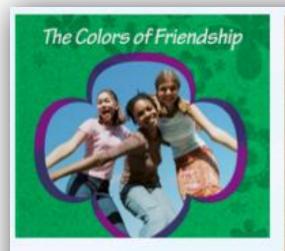
Questions???



ToRememberThis - Sample Products



Exclusive Girl Scout Covers













Troop Proceeds

p. 13

- Troops earn 25% of the purchase price on nut products, including all eNuts+ items.
- Troops earn 20% of the subscription price of magazines and photo keepsake items.
- These are highest troop proceeds in the country.
- Fall Product is about funding the troop until cookies.



Trophy's Theme for 2014 is SHINE!

Every girl can grow her selfconfidence and SHINE.



- Rewards are "unitized" whether girls sell nuts, magazines, or photo products
- Troop reward: Average 40 units per girl to earn a movie ticket for each girl and two adults









- Customers purchase nut products to donate
- Girls need to sell this product
- Ideal for customers who do not want a product, but do want to support their favorite Girl Scout
- "Virtual" donation—customers and girls do not order or handle the product
- Food Bank, Operation Gratitude, USO
- GOC donations count towards rewards like all sales

Trophy Nut Order Pick-up

- October 31 November 3
- Be on time!
- Count, count, & recount. Get a receipt to confirm your delivery.
- Take orders straight home.
- Girls will pick up their total nuts based on their Order Card PLUS eNuts+ Promises (All to be delivered by a girl.)
- Have parents sign receipts for the girls' orders
- Store product properly. "Melted chocolate is **not** considered damaged."

"Boothing" Guidelines

p. 17

- No booths on commercial property.
- No cupboards. Troops that do not place an order on time
 CANNOT expect to get product later.
- Troops must not solicit booths; your SU is working on cookie booths right now.
- Girls may do walkabouts and lemonade stands (a booth at a private residence of someone you know) until Nov 16.
- Troops should order extra product if they think girls will continue to sell.







Returns, Exchanges & Transfers

- No returns
- Replace damaged product at a service center
- No exchanges
- SU can facilitate troop-to-troop transfers as the only method to change a troop's order
- TNOS only allows transfers of "Initial Booth Order" product







Cash Handling

- Payment is collected only when product is delivered
- Troops may use their CC reader from prior sales
- Receipt every transaction
- Record girl payments in TNOS
- Understand girl responsibility vs. troop responsibility
- \$300 maximum debt limit
- Troops deposit money "promptly and frequently"
- One ACH debit, December 5
- ACH failures will result in \$25 administrative fee

Tracking Sales

p. 20

Enter in TNOS:

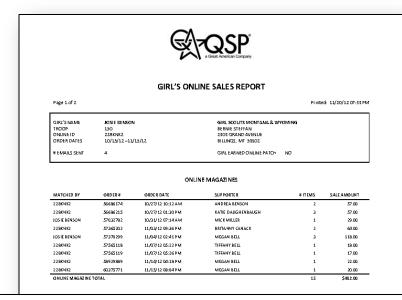
- Bank information
- Add girls as needed
- Girl orders and Gift of Caring
- Girl allocations
- Girl payments to troop
- Magazine and photo book orders
- Verify troop transfers entered for you by SUFPC





Girl's Online Sales Report

- TFPC will receive automatically if it was set up
- Or, gather from parents
- QSP summary info needs to go into TNOS
- Photo sales are totaled and listed "gifts"



BANOWSKY, HANNAH	11	22MDPZ5				
22MDPZ5	64782908	09/03/13 04:12 PM	SARAH BANOWSKY	1	\$8.00	\$20.00
22MDPZ5	64782917	09/03/13 04:11 PM	KELLY STAFFORD	2	\$25.20	\$63.00
22MDPZ5	64783819	09/03/13 04:58 PM	JOHN CAMPER	1	\$6.80	\$17.00
22MDPZ5	64784319	09/03/13 05:59 PM	MRS. MARTY B SHERMAN	3	\$28.00	\$70.00
22MDPZ5	64794642	09/04/13 09:10 AM	JACQUELYN JENKINS	2	\$6.80	\$17.00
22MDPZ5	64814845	09/04/13 07:07 PM	ANGELA BANOWSKY	3	\$9.40	\$23.50
SUBTOTAL MAGAZINES				7	\$68.00	\$170.00
SUBTOTAL GIFTS				5	\$16.20	\$40.50
TOTAL				12	\$84.20	\$210.50

N UT PROMISE TOTAL 7 \$59,00



Returned Checks/Parent Issues

p. 21

- Contact check's maker as soon as possible to try to resubmit check
- If necessary, forward original or bank copy to council within 3 business days
- Submit *Discrepancy Reports* at end of program if parents owe money
- Follow detailed guidelines from your Troop Guide



• If you receive a serious product complaint, call the Customer Care Hotline:

213-213-0123

- "Contain" the situation
- Gather relevant information (save can and product)
- Fill out an Incident Report
- Refer all media inquiries to the council
- Serious product complaints include foreign objects or contamination
- Damages or melted product issues are not serious and should be referred to your SUFPC

Wrap-up



Finish strong!

- Allocate all products down to zero
- Verify Troop-to-Troop transfers so you pay council the exact right amount
- Record Gift of Caring donations
- Enter magazine subscriptions and photo sales in TNOS
- Deposit money no later than Dec. 1
- Turn in Discrepancy Reports as necessary
- Celebrate your girls' successes!
- Rewards should be ready in early January



